

Customer Information Packet

Hello and welcome to Eco-Shell! We are thrilled to partner with you to create a high-performance home tailored to your vision. This packet outlines our transparent, step-by-step process, so you always know what to expect.

Your Project Pathway: Choosing Your Timeline:

We offer three distinct project pathways to fit your unique needs and timeline.

Straight Purchase: Our standard, most direct path from design to delivery.

3-Year Layaway Option: Perfect for planning ahead. This allows you to lock in today's pricing and secure a future production slot for up to three years.

Fast-Track Purchase: An accelerated option for projects on a tighter timeline.

The Eco-Shell Project Journey: From Vision to Reality

Your project will move through three distinct phases, each with integrated Quality Control (QC) checkpoints to ensure the highest standards at every step.

Phase 1: Project Initiation & Design

This is where your vision takes shape. After your initial payment, we kick off the design and engineering work to transform your ideas into a fully detailed, buildable plan.

Your Deliverables:

1. Preliminary Plans: We will develop initial floor plans and elevations for your review. You have up to ****two revision rounds**** included to refine these plans.

2. Final Construction Document (CD) Set: After you approve the preliminary plans, we will develop the final set. This is the complete blueprint for your home and includes:

- Architectural Plans (Floor Plans, Elevations)
- Signed-and-Sealed Structural Engineering documents
- An Energy Report (RES-check or Energy-wise)
- A plan for integrating Mechanical, Electrical, and Plumbing (MEP) systems

- A detailed layout for your Heat/Energy Recovery Ventilation (HRV/ERV) system
- (Optional) A PHIUS Pre-certification Report if you are pursuing Passive House certification.

Your Role: Your timely feedback and approval at each stage are key to keeping the project moving forward.

Phase 2: Production & Fabrication

Once you provide the final sign-off on the Construction Document Set and the production payment is made, we begin manufacturing your Eco-Shell.

- Our Commitment to Quality: Before production begins, we conduct a rigorous “Pre-Production Technical Review (Quality Check 2)” to ensure every detail of your plan is flawless and ready for manufacturing.

Your Deliverable:

- Production Completion Notice: You will receive an official notification once your Eco-Shell package is fabricated, has passed our final factory sign-off “(Quality Check 4)”, and is ready for shipment.

Phase 3: Final Payment & Site Delivery

With your home’s shell complete, we prepare it for its final journey to your building site.

Your Deliverable:

Shipment & Delivery Confirmation: You will receive all necessary documentation and confirmation that your package is on its way.

- On-Site Verification (Quality Check 5): Upon delivery, your site supervisor will perform a receiving check to verify the inventory against the shipping manifest and inspect for any transit damage.
- Final Performance Test: Once the building envelope is assembled, a “blower-door test” will be scheduled to provide final verification of its superior airtightness and performance.

Managing Project Changes: Our Change Order Process

We understand that projects can evolve. To manage modifications to the project's scope, schedule, or budget, we use a straightforward Change Order process.

Types of Changes:

- Design & Finishes: Modifying the layout, window placement, or specified materials.

- **Schedule Changes:** Requesting to accelerate ("pull-in") or delay ("push-out") a planned delivery or milestone.

The 3-Step Change Order Workflow:

1. **Submit a Request:** You provide a written request detailing the desired change.
2. **We Provide a Proposal:** Within 3 business days, we will send you a formal Change Order Proposal (COP) that clearly states the change, the cost impact (if any), and any adjustment to the timeline.
3. **Approval:** You review and electronically sign the COP. Once approved, we officially update the project plan.

Change Order Fee Structure:

Type of Change (Guideline)	Timing of Change	Associated Costs
Minor Design/Finish Change	Before final shop drawings are approved	First 6 hours of admin/design time are complimentary. Additional time billed at \$250/hour.
Major Design/Finish Change	Major Design/Finish Change	\$1,450 administrative fee, plus actual costs for design work, scrapped materials, and re-tooling.
Schedule Acceleration	Request to deliver <90 days from original date	A 15% acceleration premium on the value of the accelerated portion (subject to feasibility).
Schedule Delay	Delay requested by client > 14 days	Storage & handling fees of 1.5% of the delayed material's value, billed per month.

Payment Schedules & Purchase Options

Pathway	Payment 1 (To Begin Design)	Payment 2 (To Begin Production)	Payment 3 (Final Payment)
Straight Purchase	30% Non-Refundable Down Payment	50% Production Payment	20% Final Balance + Shipping

Layaway Option	30% Total (Paid as three 10% annual non-refundable payments)	50% Production Payment	20% Final Balance + Shipping
Fast-Track	50% Non-Refundable Down Payment	40% Production Payment	10% Final Balance + Shipping

Note: The final payment for all options is due at least 10 business days before your scheduled shipment date.

Cancellation, Rescission & Refund Policy

Our commitment to you begins the moment you sign our agreement. We immediately dedicate resources, and our cancellation policy reflects the project milestones we achieve together.

Project Stage	Timing of Cancellation	Refund Policy
Initial Design & Planning	Within “3 business days” of signing the Agreement (Your "Right of Rescission" period).	Full Refund of your initial deposit.
After Initial Review	Production Authorized	Your initial deposit becomes “non-refundable”. This covers our foundational design, engineering, and administrative costs.
Production Authorized	After you have given final approval of the plans we order materials for production.	All payments made to date are “non-refundable”. You may also be responsible for any binding; non-cancellable material orders made on your behalf.

Special Circumstances:

- Mortgage Denial: If you provide proof of mortgage denial within 45 days of signing, we will return 80% of funds paid, minus any costs for work already completed.
- Owner Death or Catastrophic Illness: These situations are handled with a compassionate review, and our board may authorize a partial refund.